



November 7, 2022

The Honorable Chair and Members
of the Hawai'i Public Utilities Commission
Kekuanao'a Building, First Floor
465 South King Street
Honolulu, Hawai'i 96813

Dear Commissioners:

Subject: Docket No. 2020-0209 Proceeding to Gather Data to Inform Commission
Decision-Making Regarding Suspension of Utility Disconnections and Related
Issues As a Result of the COVID-19 Pandemic
Hawaiian Electric Companies Quarterly Customer Reports;
Submission of Non-Confidential Information

The Hawaiian Electric Companies¹ hereby submit on a non-confidential basis Exhibit A to their COVID-19 Quarterly Customer Reports for the third quarter (July-September) of 2022 filed on October 14, 2022 in the above-referenced docket.

The Companies originally filed portions of Exhibit A on a confidential basis subject to the terms of Protective Order No. 37543, issued on January 12, 2021, since the Companies had not yet publicly disclosed their financial results for the third quarter of 2022. However, the Companies have since released such information in the Companies' filing with the United States Securities and Exchange Commission. Thus, the Companies are refiling these pages on a non-confidential basis.

Very truly yours,

/s/ Dean K. Matsuura

Dean K. Matsuura
Director, Regulatory Rate Proceedings

c: Division of Consumer Advocacy

Attachment

¹ The "Hawaiian Electric Companies" or "Companies" refer to Hawaiian Electric Company, Inc., Hawai'i Electric Light Company, Inc., and Maui Electric Company, Limited.

**Quarterly Customer Reporting Requirements
Hawaiian Electric Company, Inc.**

Data Point	Data					
1. Applicable period for this report	For the third quarter (July-September) of 2022					
2. Total number of Utility customers, by applicable customer classes	Schedule	Number of Customers				
	R	274,972				
	G	26,037				
	J	6,702				
	F	435				
	P / DS	448				
	Total	308,594				
3. Total number of customers that are eligible for disconnection due to nonpayment of bills, but have not been disconnected due to enrollment in a payment plan arrangement	1,758					
4. Total number of customers disconnected due to nonpayment of bills during this period	1,035					
5. Total number of customers disconnected due to nonpayment of bills during the same period in 2017, 2018, and 2019, if available	2017	2018	2019			
	1,003	701	1,056			
6. Number of customers in arrears by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days) by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total
	R	35,522	21,454	15,131	13,592	42,401
	G	3,165	1,316	653	525	3,473
	J	448	70	39	49	495
	F	25	12	10	14	32
	P	32	4	1	1	34
	DS	4	2	-	-	6
	Total	39,196	22,858	15,834	14,181	46,441
	The Company reports customers in arrears data >90 days in one vintage. As such, any customers in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.					
	The amount of customers in the "Total" column does not represent the sum of customers in each vintage as customers may be included in multiple vintages or in only one vintage.					
7. Number of unique customer accounts that have arrearages at least 31 days past due	30,423					

Data Point	Data					
8. Total dollar value of unpaid balances by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days), by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total
	R	\$ 8,390,191	\$ 5,205,461	\$ 3,399,840	\$ 9,645,014	\$ 26,640,507
	G	\$ 1,042,653	\$ 368,765	\$ 169,645	\$ 420,216	\$ 2,001,279
	J	\$ 3,443,830	\$ 414,721	\$ 220,037	\$ 509,508	\$ 4,588,096
	F	\$ 15,517	\$ 412	\$ 661	\$ 24,078	\$ 40,668
	P	\$ 3,744,855	\$ 275,841	\$ 23,033	\$ 207,786	\$ 4,251,514
	DS	\$ 717,655	\$ 366,480	\$ -	\$ -	\$ 1,084,135
	Total	\$ 17,354,701	\$ 6,631,680	\$ 3,813,217	\$ 10,806,602	\$ 38,606,200
	The Company reports customer amounts in arrears data >90 days in one vintage. As such, any amounts in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.					
[Supplemental Data] Total dollar amount and average dollar in arrears by applicable customer classes*	Schedule	# of Customers in Arrears	Total Dollar Amount in Arrears	Average Dollar in Arrears		
	R	42,401	\$ 26,640,507	\$ 628		
	G	3,473	\$ 2,001,279	\$ 576		
	J	495	\$ 4,588,096	\$ 9,269		
	F	32	\$ 40,668	\$ 1,271		
	P	34	\$ 4,251,514	\$ 125,045		
	DS	6	\$ 1,084,135	\$ 180,689		
	Total	46,441	\$ 38,606,200	\$ 831		
9. Description of available payment plan arrangements for customers with past due balances	Payment Plan Options and Terms					
	Payment Plan Type		Eligibility	Payment Terms		
▪ Payment Arrangement Plan: Divide your current Total Balance Due into equal monthly installments over a period of 4, 6, 12, 18 or 24 months.		Both plans are available to active residential and small commercial accounts (Schedule G only).		Both plans require on-time payment of future monthly bills, in addition to the Payment Arrangement Plan/Payment Extension amount.		
▪ Payment Extension: Extend your Total Past Due balance to a future due date (maximum extension is 30 days).						
10. Number of payment plan agreements Utility entered into with its customers:						
	a. Since the Utility's last report was filed with the Commission, and the average repayment term of those agreements;	7,416, 8 Months				
	b. Total number of successfully completed payment plan agreements since the Utility's last report was filed with the Commission	2,655				

* Statistical data that the Companies stated in their December 3, 2020 Letter filed in Docket No. 2020-0069 that they would be able to provide in their COVID-19 quarterly reports in response to the Consumer Advocate's November 23, 2020 Letter.

**Quarterly Customer Reporting Requirements
Hawaii Electric Light Company, Inc.**

Data Point	Data					
1. Applicable period for this report	For the third quarter (July-September) of 2022					
2. Total number of Utility customers, by applicable customer classes	Schedule	Number of Customers				
	R	77,051				
	G	9,773				
	J	1,500				
	F	162				
	P	101				
	Total	88,587				
3. Total number of customers that are eligible for disconnection due to nonpayment of bills, but have not been disconnected due to enrollment in a payment plan arrangement	420					
4. Total number of customers disconnected due to nonpayment of bills during this period	461					
5. Total number of customers disconnected due to nonpayment of bills during the same period in 2017, 2018, and 2019, if available	2017	2018	2019			
	466	189	275			
6. Number of customers in arrears by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days) by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total
	R	11,272	6,737	4,699	4,012	12,987
	G	1,131	500	313	268	1,254
	J	112	33	14	17	122
	F	35	5	3	-	35
	P	4	1	1	1	4
	Total	12,554	7,276	5,030	4,298	14,402
	The Company reports customers in arrears data >90 days in one vintage. As such, any customers in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.					
The amount of customers in the "Total" column does not represent the sum of customers in each vintage as customers may be included in multiple vintages or in only one vintage.						
7. Number of unique customer accounts that have arrearages at least 31 days past due	9,825					

Data Point	Data											
8. Total dollar value of unpaid balances by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days), by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total						
	R	\$ 2,392,396	\$ 1,577,608	\$ 1,097,289	\$ 2,756,094	\$ 7,823,387						
	G	\$ 342,596	\$ 146,050	\$ 66,263	\$ 185,969	\$ 740,878						
	J	\$ 806,481	\$ 142,935	\$ 81,326	\$ 426,651	\$ 1,457,393						
	F	\$ 19,964	\$ 910	\$ 34	\$ -	\$ 20,908						
	P	\$ 441,188	\$ 324,454	\$ 300,884	\$ 989	\$ 1,067,514						
	Total	\$ 4,002,626	\$ 2,191,956	\$ 1,545,796	\$ 3,369,703	\$ 11,110,080						
	The Company reports customer amounts in arrears data >90 days in one vintage. As such, any amounts in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.											
[Supplemental Data] Total dollar amount and average dollar in arrears by applicable customer classes*	Schedule	# of Customers in Arrears	Total Dollar Amount in Arrears	Average Dollar in Arrears								
	R	12,987	\$ 7,823,387	\$ 602								
	G	1,254	\$ 740,878	\$ 591								
	J	122	\$ 1,457,393	\$ 11,946								
	F	35	\$ 20,908	\$ 597								
	P	4	\$ 1,067,514	\$ 266,879								
	Total	14,402	\$ 11,110,080	\$ 771								
9. Description of available payment plan arrangements for customers with past due balances	<div>Payment Plan Options and Terms</div> <table><tr><th>Payment Plan Type</th><th>Eligibility</th><th>Payment Terms</th></tr><tr><td><ul style="list-style-type: none">Payment Arrangement Plan: Divide your current Total Balance Due into equal monthly installments over a period of 4, 6, 12, 18 or 24 months.Payment Extension: Extend your Total Past Due balance to a future due date (maximum extension is 30 days).</td><td>Both plans are available to active residential and small commercial accounts (Schedule G only).</td><td>Both plans require on-time payment of future monthly bills, in addition to the Payment Arrangement Plan/Payment Extension amount.</td></tr></table>						Payment Plan Type	Eligibility	Payment Terms	<ul style="list-style-type: none">Payment Arrangement Plan: Divide your current Total Balance Due into equal monthly installments over a period of 4, 6, 12, 18 or 24 months.Payment Extension: Extend your Total Past Due balance to a future due date (maximum extension is 30 days).	Both plans are available to active residential and small commercial accounts (Schedule G only).	Both plans require on-time payment of future monthly bills, in addition to the Payment Arrangement Plan/Payment Extension amount.
	Payment Plan Type	Eligibility	Payment Terms									
<ul style="list-style-type: none">Payment Arrangement Plan: Divide your current Total Balance Due into equal monthly installments over a period of 4, 6, 12, 18 or 24 months.Payment Extension: Extend your Total Past Due balance to a future due date (maximum extension is 30 days).	Both plans are available to active residential and small commercial accounts (Schedule G only).	Both plans require on-time payment of future monthly bills, in addition to the Payment Arrangement Plan/Payment Extension amount.										
10. Number of payment plan agreements Utility entered into with its customers:												
a. Since the Utility's last report was filed with the Commission, and the average repayment term of those agreements;	2,412, 6 Months											
b. Total number of successfully completed payment plan agreements since the Utility's last report was filed with the Commission	955											

* Statistical data that the Companies stated in their December 3, 2020 Letter filed in Docket No. 2020-0069 that they would be able to provide in their COVID-19 quarterly reports in response to the Consumer Advocate's November 23, 2020 Letter.

**Quarterly Customer Reporting Requirements
Maui Electric Company, Limited**

Data Point	Data					
1. Applicable period for this report	For the third quarter (July-September) of 2022					
2. Total number of Utility customers, by applicable customer classes	Schedule	Number of Customers				
	R	63,136				
	G	8,831				
	J	1,515				
	F	218				
	P	145				
	Total	73,845				
3. Total number of customers that are eligible for disconnection due to nonpayment of bills, but have not been disconnected due to enrollment in a payment plan arrangement	374					
4. Total number of customers disconnected due to nonpayment of bills during this period	319					
5. Total number of customers disconnected due to nonpayment of bills during the same period in 2017, 2018, and 2019, if available	2017	2018	2019			
	72	11	105			
6. Number of customers in arrears by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days) by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total
	R	7,141	4,036	2,678	2,461	8,449
	G	942	386	246	219	1,061
	J	81	27	15	13	101
	F	18	7	3	3	19
	P	8	1	-	-	8
	Total	8,190	4,457	2,942	2,696	9,638
	The Company reports customers in arrears data >90 days in one vintage. As such, any customers in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.					
	The amount of customers in the "Total" column does not represent the sum of customers in each vintage as customers may be included in multiple vintages or in only one vintage.					
7. Number of unique customer accounts that have arrearages at least 31 days past due	6,077					

Data Point	Data					
8. Total dollar value of unpaid balances by vintage (31-60 days, 61-90 days, 91-120 days, 121+ days), by applicable customer classes	Schedule	1-30 days	31-60 days	61-90 days	>90 days	Total
	R	\$ 1,650,899	\$ 1,037,741	\$ 671,414	\$ 2,157,770	\$ 5,517,824
	G	\$ 321,482	\$ 96,207	\$ 57,440	\$ 169,485	\$ 644,614
	J	\$ 324,611	\$ 71,763	\$ 29,719	\$ 92,300	\$ 518,393
	F	\$ 6,384	\$ 2,971	\$ 1,432	\$ 118,832	\$ 129,618
	P	\$ 775,671	\$ 57,995	\$ -	\$ -	\$ 833,666
	Total	\$ 3,079,046	\$ 1,266,677	\$ 760,004	\$ 2,538,387	\$ 7,644,115
	The Company reports customer amounts in arrears data >90 days in one vintage. As such, any amounts in arrears 120, 150, 180, 210, 240 days, etc., would all be included in the >90 days arrears vintage.					
[Supplemental Data] Total dollar amount and average dollar in arrears by applicable customer classes*	Schedule	# of Customers in Arrears	Total Dollar Amount in Arrears	Average Dollar in Arrears		
	R	8,449	\$ 5,517,824	\$ 653		
	G	1,061	\$ 644,614	\$ 608		
	J	101	\$ 518,393	\$ 5,133		
	F	19	\$ 129,618	\$ 6,822		
	P	8	\$ 833,666	\$ 104,208		
	Total	9,638	\$ 7,644,115	\$ 793		
9. Description of available payment plan arrangements for customers with past due balances	Payment Plan Options and Terms					
	Payment Plan Type ▪ Payment Arrangement Plan: Divide your current Total Balance Due into equal monthly installments over a period of 4, 6, 12, 18 or 24 months. ▪ Payment Extension: Extend your Total Past Due balance to a future due date (maximum extension is 30 days).		Eligibility Both plans are available to active residential and small commercial accounts (Schedule G only).		Payment Terms Both plans require on-time payment of future monthly bills, in addition to the Payment Arrangement Plan/Payment Extension amount.	
10. Number of payment plan agreements Utility entered into with its customers:						
	a. Since the Utility's last report was filed with the Commission, and the average repayment term of those agreements;	1,348, 7 Months				
	b. Total number of successfully completed payment plan agreements since the Utility's last report was filed with the Commission	560				

* Statistical data that the Companies stated in their December 3, 2020 Letter filed in Docket No. 2020-0069 that they would be able to provide in their COVID-19 quarterly reports in response to the Consumer Advocate's November 23, 2020 Letter.

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